

EXHIBIT 2

Tennessee Eligibility Determination System (TEDS) Project

Notice Control Document – Special Help Attachment

Document Control Information

Document Edit History

Version	Date	Additions/Modifications	Prepared/Revised by
v0.1	11/16/2016	Baseline version	Elizabeth Dubret Hill
v0.2	12/21/2016	Updated in Design Session	Elizabeth Dubret Hill
v0.3	03/18/2017	Recovery in Progress – Updated Notice Template and Notice Details	Elizabeth Dubret Hill
v0.4	03/27/2017	Ready for PMO Review	Elizabeth Dubret Hill
V1.0	06/01/2017	Ready for Submission	Michael Kramm
v1.0	06/15/2017	Ready for PMO Review; Updated Notice Summary; Updated Notice Contents; Updated Notice Details; Updated logo for Spanish and Special Help attachments; Language approved on 2/1/17; Spanish added on 2/1/17	Elizabeth Dubret Hill
v1.1	08/10/17	Updated per design review comments – changed the verbiage in the notes section per design comment WK1-0362; updated the description per design review comment WK1-0363; updated the notes section per design comment WK1-0364; removed the inclusion language per design comment WK1-0365; WK1-0346 - Added specific notice ID to each Notice Control Document. WK1-0350 - Removed "Document comments... the Notices group" from Notice Template explanation. WK3-0929 - Updated header & footer per design comment. Added header and footer variables to Notice Details Table. WK3-0866 - Recipient address block updated to upper case Times New Roman 10 pt. font per Standards. WK3-0814 - Removed "www." from all notice control documents. WK3-0990 - Updated spacing throughout the design document. WK4-0876 and WK5-0018– removed "Floor 4W"	Thomas Barry
V1.1	8/29/2017	Document formally approved by TennCare on 8/29/2017 with the approval of DEL-26 Functional Design Document	Alison Gallun

Version	Date	Additions/Modifications	Prepared/Revised by
V1.2	10/03/2017	TEDS-14768: Add the version number to both Foreign Language and Special Help	Lolly Kruse
V1.2	10/06/2017	Document included in Change Request submission for September 2017	Alison Gallun
V1.2	10/18/2017	Document approved with the Approval of September 2017 Change Request submission	Alison Gallun
V1.3	10/25/2017	TEDS-15164: Update the logo to the correct icon (TN, no TennCare)	Lolly Kruse
V1.3	11/3/2017	Document included in Change Request submission for October 2017	Alison Gallun
V1.3	11/14/2017	Document approved with the Approval of October 2017 Change Request submission	Sakshi Bhatnagar
V1.4	11/11/2017	TEDS-17034: Update the Spanish translation with the correct version number in the header and the correct logo	Lolly Kruse
V1.4	1/5/2018	Document included in Change Request submission for December 2017	Sakshi Bhatnagar
V1.4	2/21/2018	Document approved with the Approval of December 2017 Change Request submission	Sakshi Bhatnagar
V1.5	1/24/2018	TEDS-20002: Remove 'Floor 4W' from the Spanish Translation	Lolly Kruse
V1.5	1/24/2018	TEDS-20587: Update icon location	Lolly Kruse
V1.5	2/2/2018	Document included in Change Request submission for January 2018	Sakshi Bhatnagar
V1.5	2/21/2018	Document approved with the Approval of January 2018 Change Request submission	Sakshi Bhatnagar
V1.6	2/6/2018	TEDS-20895: Add 'TN' to the Doc Code in the header	Lolly Kruse
V1.6	3/2/2018	Document included in Change Request submission for February 2018	Sakshi Bhatnagar
V1.6	3/28/2018	Document approved with the Approval of February 2018 Change Request submission	Shea Roberson
V1.7	3/15/18	TEDS-20593 – changed formatting and updated variable mappings	Elizabeth Hill
V1.7	4/6/2018	Document included in Change Request submission for March 2018	Shea Roberson
V1.8	6/14/2018	TEDS-28006: Replaced references of Tennessee Health Connection	Ajay Reddy

Version	Date	Additions/Modifications	Prepared/Revised by
		with TennCare Connect, and remove 'the'	
V1.8	6/14/2018	Document submitted for June 29, 2018 submission	Ajay Reddy
V1.8	7/11/2018	Document approved with the Approval of Change Request submission for June 29th, 2018.	Shea Roberson
V1.9	12/13/2019	Updated as per the requirements of CR TEDS-60935, for Release 8.0 to update HCFA to TennCare	Prakrutha Makonda
1.91	2/7/2020	Document approved via the approval of Change Request submission on 12/13/2019	
V1.10	1/21/2022	TEDS-1030754 – Update Documentation to indicate that in the backend Open text is required to maintain two versions of the attachments to de duplicate it when generated in the merged PDF	Prakrutha Makonda
V1.10	2/16/2023	TEDS-1071488 - Updated hyperlink for DHHS CR Web and OCR Web; Replaced "TennCare Office" with "Division of" in the sentence Civil Rights Compliance. TennCare Connect should replace TN Health Connection, TNHC; TennCare Member Medical Appeals should replace SU Unit, TennCare Solutions Unit, Solutions Unit	Prakrutha Makonda
V1.10	4/10/2023	Document included in the 4/10/2023 ADR submission	Micha Cartwright

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1 Notice Information

1.1 Notice Summary

Notice ID	A003
Notice Name	Special Help Attachment
Notice Type	Attachment
Description	Attachment used with every notice describing how the individual can receive additional assistance.
Recipient(s)	Individual and Authorized Representative (if applicable)
Category of Eligibility	N/A
Language(s)	English/Spanish
Other forms sent out with this notice	Special Help Attachment will be attached with every TEDS notice and form.
Attachments sent with this notice	<p>Special Help Attachment will be attached with every TEDS notice and attachment.</p> <p>Note: Open text is required to maintain two versions of the attachments to de duplicate it when generated in the merged PDF. There is one version maintain for Individual PDF and another for the merged PDF.</p>
Notes	<p>This notice is attached to every TEDS notice. This attachment will be viewed in-line with the notice and is not considered a separate document. This will be the second to last attachment to be included with any notice. The attachment must start on a new sheet.</p> <p>The Special Help Attachment is sent as part of every TEDS notice. The hierarchy is as follows. It's location is bolded:</p> <ol style="list-style-type: none">1. TEDS Parent Notice (Varies) ← <i>Parent Letter</i>2. TEDS Parent Notice's Form (if applicable)3. TEDS Parent Notice's Attachment (if applicable)4. Special Help Attachment5. Foreign Language Assistance

1.2 Notice Triggering

Manual Trigger?	No
Automatic Trigger?	Yes
Business Trigger(s)	Generated anytime a TEDS notice is generated.

1.3 Business Triggers

Category	Component	Field	Condition	Comment
Special Help Attachment	N/A	N/A	N/A	After another notice is triggered, this attachment will be added at the end of the notice.

2 Notice Template

Below is a text representation of the form/notice as it will exist in TEDs. Yellow highlights indicate fields that will be derived from the TEDs application. Red highlights indicate manual fields that will be collected from the user at the time of generation. Blue text indicates a triggering condition for the section directly following the blue text.



Do You Need Special Help?

Here are some places you can call for help.

All of these numbers are free calls.

Do you have questions or need help with TennCare? Or, do you need help because you have a health, mental health, learning problem or disability?

- Call **<TennCare Connect>** at **<TCC Phone>**.

Do you have a hearing or speech problem and have questions or need help?

- Call the **<Tennessee Relay Service (TNRS)>** at **<TNRS Phone>**. Ask them to connect you with **<TennCare Connect>** at **<TCC Phone>**.

Do you need help with prescription or refills at the drug store?

- First, call **your doctor**. Then, if you still need help call the **<Member Medical Appeals>** at **< Medical Appeals Phone>**.

Do you have questions about Medicare for people over age 65 and for the disabled?

- Call Tennessee's **<State Health Insurance Assistance Program (SHIP)>** at **<SHIP Phone>**.

Do you need help getting health care, mental health care or drug or alcohol treatment?

- First, call **your health plan**. If you still need help call the **<TennCare Advocacy Program>** at **<TCAP Phone>**.
- Then, if you still need help, call the **<Member Medical Appeals>** at **< Medical Appeals Phone>**.

Do you need help talking with us or reading what we send you?

Do you have a disability and need help getting care or taking part in one of our programs or services?

Or do you have more questions about your health care?

Call us for free at <TCC Phone>.

We can connect you with the free help or service you need. (For TTY call: <TNRS Phone>)

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or online. Here are two places where you can file a complaint:

Division of Civil Rights Compliance

310 Great Circle Road

Nashville, Tennessee 37243

Email: HCFA.Fairtreatment@tn.gov

Phone: 855-857-1673 (TRS 711)

You can get a complaint form online at:

<TennCare CRC Web>

U.S. Department of Health & Human Services Office for Civil Rights

200 Independence Ave SW, Rm 509F, HHH Bldg

Washington, DC 20201

Phone: 800-368-1019

(TDD): 800-537-7697

You can get a complaint form online at:

<DHHS CR Web>

Or you can file a complaint online at:

<OCR Web>

3 Notice Details

Below is a table that provides additional details regarding document attributes and data elements for this particular document.

Field Name on Form	Definition	Database Table / Reference Table	Database Column / Reference Table Column - Code	Field Logic
TennCare Connect	Name of TennCare Connect	<i>RT_ORGANIZATION</i>	<i>Name - HC</i>	This is a table value that identifies the TennCare Connect.
TCC Phone	TennCare Connect Phone Number	<i>RT_ORGANIZATION</i>	<i>Phone - HC</i>	This is a table value that identifies the TennCare Connect phone number Example format: 855-259-0701
Tennessee Relay Services (TNRS)	Name of the Tennessee Relay Services Organization	<i>RT_ORGANIZATION</i>	<i>Name - RS</i>	This is a table value that identifies the Tennessee Relay Services Organization.
TNRS Phone	Tennessee Relay Service number	<i>RT_ORGANIZATION</i>	<i>Phone -RS</i>	This is a table value that identifies the TNRS phone number Example format: 800-848-0298
TennCare Member Medical Appeals Unit	Name of the TennCare Member Medical Appeals Unit Organization	<i>RT_ORGANIZATION</i>	<i>Name - SU</i>	This is a table value that identifies the TennCare Member Medical Appeals Unit Organization.

Field Name on Form	Definition	Database Table / Reference Table	Database Column / Reference Table Column - Code	Field Logic
TennCare Member Medical Appeals Phone	TennCare Member Medical Appeals Unit number	<i>RT_ORGANIZATION</i>	<i>Phone -SU</i>	This is a table value that identifies the TennCare Member Medical Appeals phone number. Example format: 800-878-3192
State Health Insurance Assistance Program (SHIP)	Name of the State Health Insurance Assistance Program Organization	<i>RT_ORGANIZATION</i>	<i>Name - SH</i>	This is a table value that identifies the State Health Insurance Assistance Program.
SHIP Phone	State Health Insurance Assistance Program number	<i>RT_ORGANIZATION</i>	<i>Phone -SH</i>	This is a table value that identifies the SHIP phone number. Example format: 877-801-0044
TennCare Advocacy Program	Name of the TennCare Advocacy Organization	<i>RT_ORGANIZATION</i>	<i>Name - AP</i>	This is a table value that identifies the TennCare Advocacy Organization.
TCAP Phone	TennCare Advocacy Program number	<i>RT_ORGANIZATION</i>	<i>Phone - AP</i>	This is a table value that identifies the TCAP phone number. Example format: 800-758-1638

Field Name on Form	Definition	Database Table / Reference Table	Database Column / Reference Table Column - Code	Field Logic
HCFA CRC Web	Health Care Finance and Administration Office of Civil Rights Compliance website	RT_USEFULLINKS	URL - HCFA CRC	This is a table value that identifies the HCFA Civil Rights Compliance website. Example format: https://tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf
DHHS CR Web	Department of Health and Human Services Office of Civil Rights website	RT_USEFULLINKS	URL - DHHS CR	This is a table value that identifies the DHSS Office of Civil Rights website. Example format: https://hhs.gov/ocr/office/file/index.html
OCR Web	Department of Health and Human Services Office of Civil Rights complaint website	RT_USEFULLINKS	URL - OCR	This is a table value that identifies the DHSS Office of Civil Rights complaint website. Example format: https://www.hhs.gov/ocr/complaints/index.html

4 Spanish Translation



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